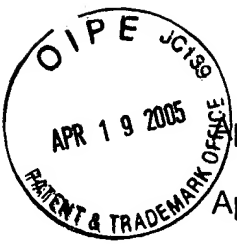


B / OR  
2642



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/917,746

Examiner : Hector A. AGDEPPA

Filed : July 31, 2001

Confirmation No. : 2766

For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE  
RESPONSE CALL MANAGEMENT SYSTEM

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
U.S. Patent and Trademark Office  
Customer Service Window, Mail Stop AMENDMENT  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98, and supplemental to the Supplemental Information Disclosure Statements which were previously filed March 7, 2005, December 28, 2004, October 4, 2004, September 23, 2004, June 16, 2004, March 15, 2004, January 2, 2003, and October 31, 2001, Applicants hereby call to the Examiner's attention an Office Action mailed on February 23, 2005 in U.S. Patent Application No. 10/230,728, published as U.S. Patent Application No. 2003/0156133, the noted publication having been cited in the Information Disclosure Statement filed September 23, 2004 in the present application.

Applicants note that the only document cited in the aforementioned Office Action that appears not to have been previously made of record in the present

application is U.S. Patent Application No. 10/882,183, which published as U.S. Patent Application Publication No. 2004/0240635 on December 2, 2004, and which is a continuation of previously cited U.S. Patent Application No. 09/532,038, now U.S. Patent No. 6,778,643.

Applicants also bring to the Examiner's attention an Office Action mailed on February 23, 2005 in U.S. Patent Application No. 10/882,183. Applicants note that the documents cited therein appear to have already been made of record in the present application.

Further to 37 C.F.R. §1.98 (a)(2)(ii), a copy of the U.S. patent application publication is not enclosed herewith. However, if a copy is needed, the Examiner is respectfully requested to contact the undersigned.

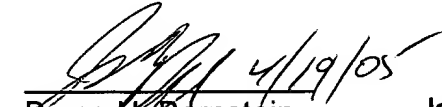
Applicants respectfully request that the Examiner consider the above material and cite the same. The document is listed on the attached PTO-1449 Form. The Examiner is requested to initial the appropriate spaces on the attached Form and to return a copy of the completed Form to Applicants with the next official communication in the present application.

Applicants note that since this Supplemental Information Disclosure Statement is being submitted before the mailing of a first Office Action after the filing of a request for continued examination under 37 C.F.R. § 1.114, no fee is believed necessary to ensure consideration of the submitted material. However, if an Office Action has issued and is crossing in the mail with this statement, the Commissioner is hereby authorized to charge Deposit Account No. 19-0089 any fee necessary to ensure consideration of the submitted material.

The Examiner is respectfully request to contact the undersigned if any of the Information Disclosure Statements or Supplemental Information Disclosure Statements mentioned on page 1 of this document are not in the file associated with the present application at the U.S. Patent and Trademark Office.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,  
Robert BUSHEY et al.

  
Bruce H. Bernstein  
Reg. No. 29,027

John V. Mazzola  
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April 18, 2005  
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FORM PTO-1449	U.S. Department of Commerce Patent and Trademark Office	Atty. Docket No. P20419	Application No. 09/917,746
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> (Use several sheets if necessary)		Applicant Robert BUSHEY et al.	
		Filing Date July 31, 2001	Group 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	2004 / 0 2 4 0 6 3 5	12/02/04	BUSHEY et al.			

**FOREIGN PATENT DOCUMENTS**

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES      NO

**OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)**


EXAMINER

DATE CONSIDERED

\*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.